



Office of the City Manager

CONSENT CALENDAR  
October 3, 2017

To: Honorable Mayor and Members of the City Council  
From: Dee Williams-Ridley, City Manager  
Submitted by: Savita Chaudhary, Director, Department of Information Technology  
Subject: Contract No. 8865F Amendment: Accela, Inc. for Professional Services to Implement Measure U1.

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 8865F with Accela, Inc., professional services increasing the amount by \$100,000 for a total not to exceed \$1,524,775 from December 12, 2011 to June 30, 2019.

FISCAL IMPACTS OF RECOMMENDATION

Funds for the additional scope of work in the amount of \$100,000 will be included in the General Fund as part of the First Amendment to the FY 2018 Annual Appropriations Ordinance subject to Council’s approval..

\$100,000 Budget Code: 010-3202-410-3047 (Finance)  
FY18 Measure U1 Implementation Professional Services

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\$100,000 **Total Measure U1 Implementation**

The contract has been entered into the City’s contract database and assigned CMS No: P3DNE

CURRENT SITUATION AND ITS EFFECTS

The Accela software platform supports Public Works Sewer Maintenance and Work Order, Planning & Development Zoning Permits and Building Permits, and Finance Business Licenses.

In FY 2017, Planning's Office of Energy and sustainable Development (OESD) started implementing a solution to support the Berkeley Energy Saving Ordinance (BESO) as well as Minor Permits, and Short Term Rental Zoning Certificates

Also in FY 2017, Public Works implemented Private Sewer Laterals, and Finance will be implemented enhancements to the Business License solution.

The current request is to extend annual software licensing and support maintenance on the Accela platform for an additional two years through June 30, 2019 including application administration and end user (staff) training.

In addition, the City will be contracting with Accela professional services to implement Measure U1 using Accela Civic Platform.

#### BACKGROUND

On June 1, 2010, the Department of Information Technology provided Council with a FUNDS status report, estimating costs and outlining prioritization for replacing each of the nineteen FUNDS modules.

On July 19, 2011, following Request for Proposals (RFP) #11-10535-C, Council approved a contract with Accela, Inc. for Business License software for Finance, as well as Zoning Permits for Planning.

On December 15, 2012, following Request for Proposals (RFP) #12-10643-C, Council approved a contract amendment with Accela, Inc. for a Computerized Maintenance Management System (CMMS) within Public Works, including work orders and asset management.

In June 2013, Planning went live with Zoning Permits. In September 2013, Finance went live with Business Licenses, and Public Works went live with Asset Management for Sewers.

On February 25, 2014, Council approved a contract amendment with Accela, Inc. for a Building Permits and Code Enforcement implementation with Planning and the City Manager's Office, as well as additional enhancements to the Public Works asset management implementation, including a mobile device solution for sewer maintenance management.

In June 2014, Planning went live with online Zoning Permit applications and payments, and in April 2015 Public Works went live with mobile devices for Sewer maintenance. In December 2015, Planning went live with Building Permits.

#### RATIONALE FOR RECOMMENDATION

Overall, Accela has provided a modern software solution with effective tools for workflow automation, auditing, reporting, online services, and mobile solutions for field

staff. In addition, Accela's professional services division provides expert assistance to help implementations progress much more quickly than staff can achieve without them.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered supporting the Accela platform without annual maintenance, however annual maintenance allows the City to periodically upgrade to the latest version of the Accela software, which comes with bug fixes and feature enhancements to which we would not otherwise have access.

ENVIRONMENTAL SUSTAINABILTY

Since implementation, Accela has already helped vastly reduce the amount of paper used to reconcile workflows between FUND\$ modules. Residents may now apply for and pay for Zoning Certificates online, reducing greenhouse gas emissions for travel to the Permit Service Center. Additional online services will expand this benefit as they go live in FY16-17, including online building permit application and payment, and online BESO registration.

CONTACT PERSON

Savita Chaudhary, Director, Department of Information Technology, 981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 8865F AMENDMENT: ACCELA, INC. FOR PROFESSIONAL SERVICES AND SOFTWARE MAINTENANCE

WHEREAS, the City Council authorized Contract No. 8865 with Accela, Inc. on July 19, 2011 (Resolution No. 65,398-N.S.) for software licensing, implementation, maintenance and related services for a licensing and permitting system; and

WHEREAS, the City Council authorized Contract No. 8865A with Accela, Inc. on December 11, 2012 (Resolution No. 65,965-N.S.) for the implementation of Asset Management software and GIS Integration; and

WHEREAS, the City Council authorized Contract No. 8865B with Accela, Inc. on February 24, 2014 (Resolution No. 66,483-N.S.) for the implementation of Building Permits and Code Enforcement; and

WHEREAS, the City Council authorized Contract No. 8865C with Accela, Inc. on February 24, 2014 (Resolution No. 66,991-N.S.) for the implementation of Electronic Plan Check; and

WHEREAS, the City Council authorized Contract No. 8865D with Accela, Inc. on April 28, 2015 (Resolution No. 66,991-N.S.) for the implementation of Business License Renewal Enhancements; and

WHEREAS, the City Council authorized Contract No. 8865E with Accela, Inc. on September 13, 2016 (Resolution No. 67,656-N.S.) and Contract No. 8865F with Accela, Inc. on March 28, 2017 (Resolution No. 67-880-N.S.) for the Software Maintenance and Support; and

WHEREAS, the City of Berkeley has identified the need to continue implementing Accela to replace a portion of its FUNDS system to improve customer service to community members; and

WHEREAS, the expansion of online services, web payments, auditing for internal controls, and performance reporting is a key component of increasing the efficiency of Citywide operations; and

WHEREAS, funding has been identified in the General Fund (010), and is subject to Council approval of FY 2018's First Annual Appropriations Ordinance (AA01) in November, 2017 CMS No. P3DNE.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the Council authorizes the City Manager to amend Contract No. 8865F with Accela, Inc., increasing the amount by \$100,000 for a total not to exceed \$1,524,775 from December 12, 2011 to June 30, 2019.